

West Hertfordshire Hospitals NHS Trust

2020 NHS Staff Survey

Directorate Report

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This directorate report for West Hertfordshire Hospitals NHS Trust contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

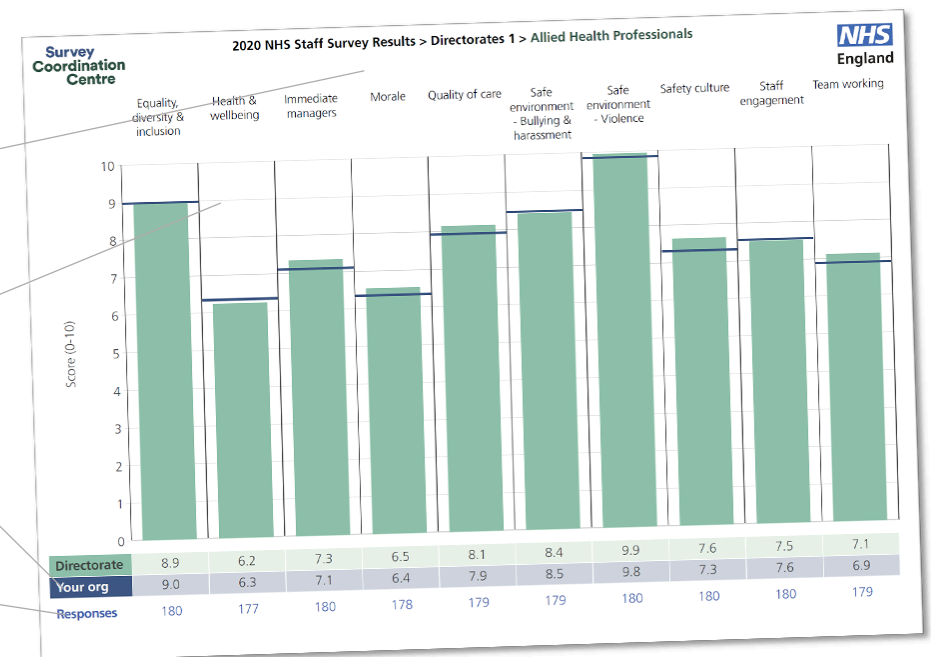
The directorate breakdowns used in this report were provided and defined by West Hertfordshire Hospitals NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2020 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

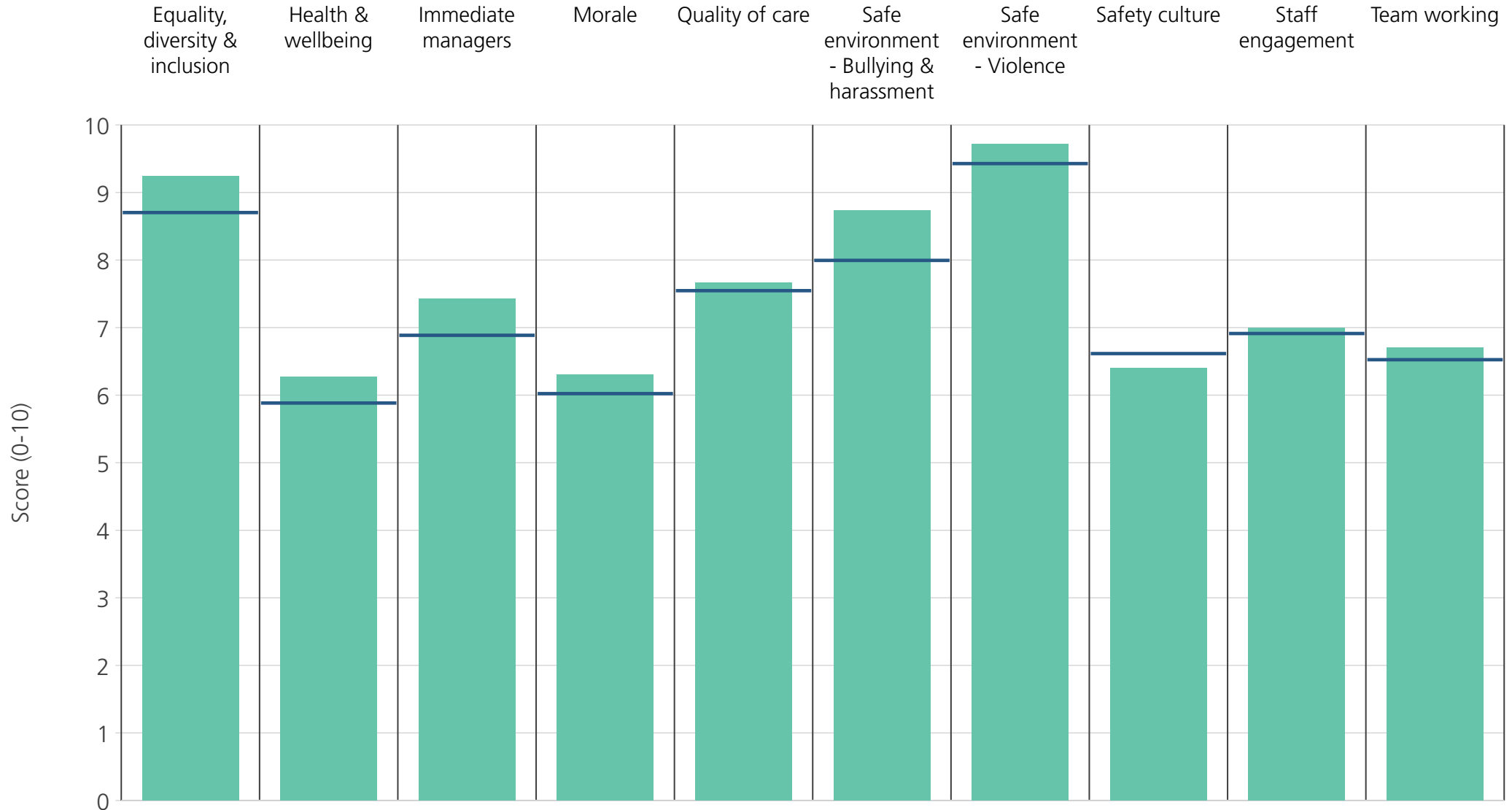
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



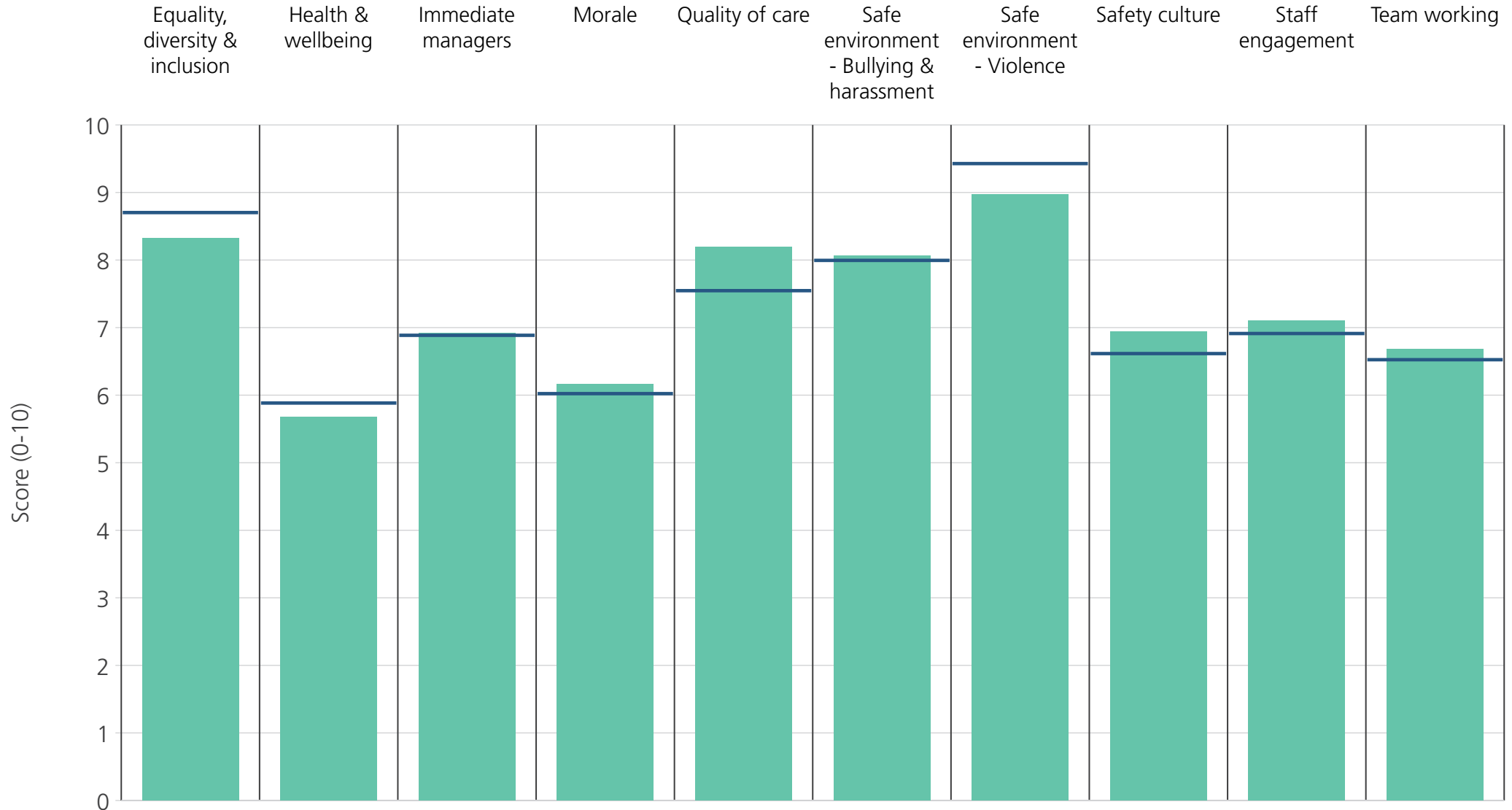
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

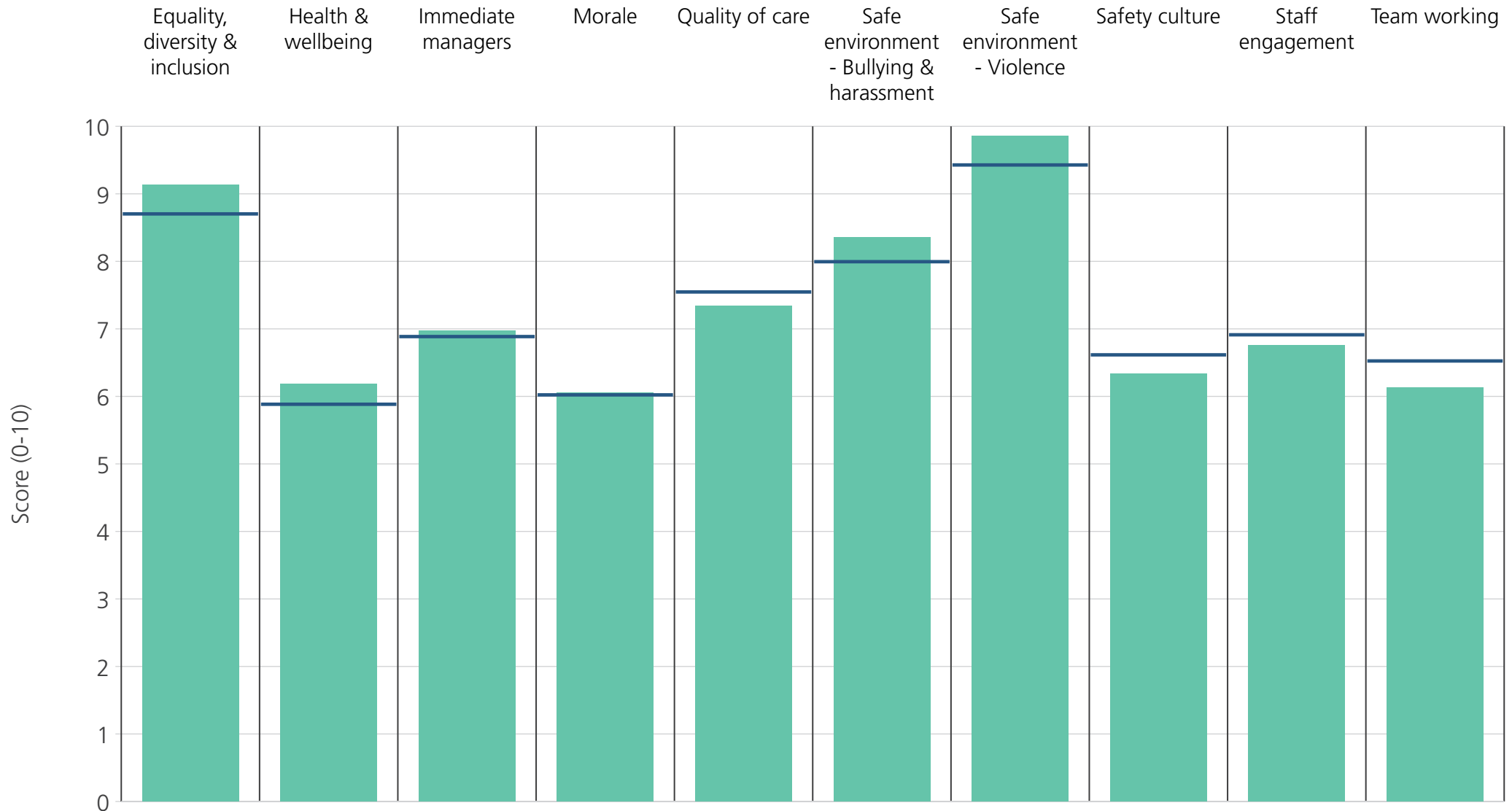
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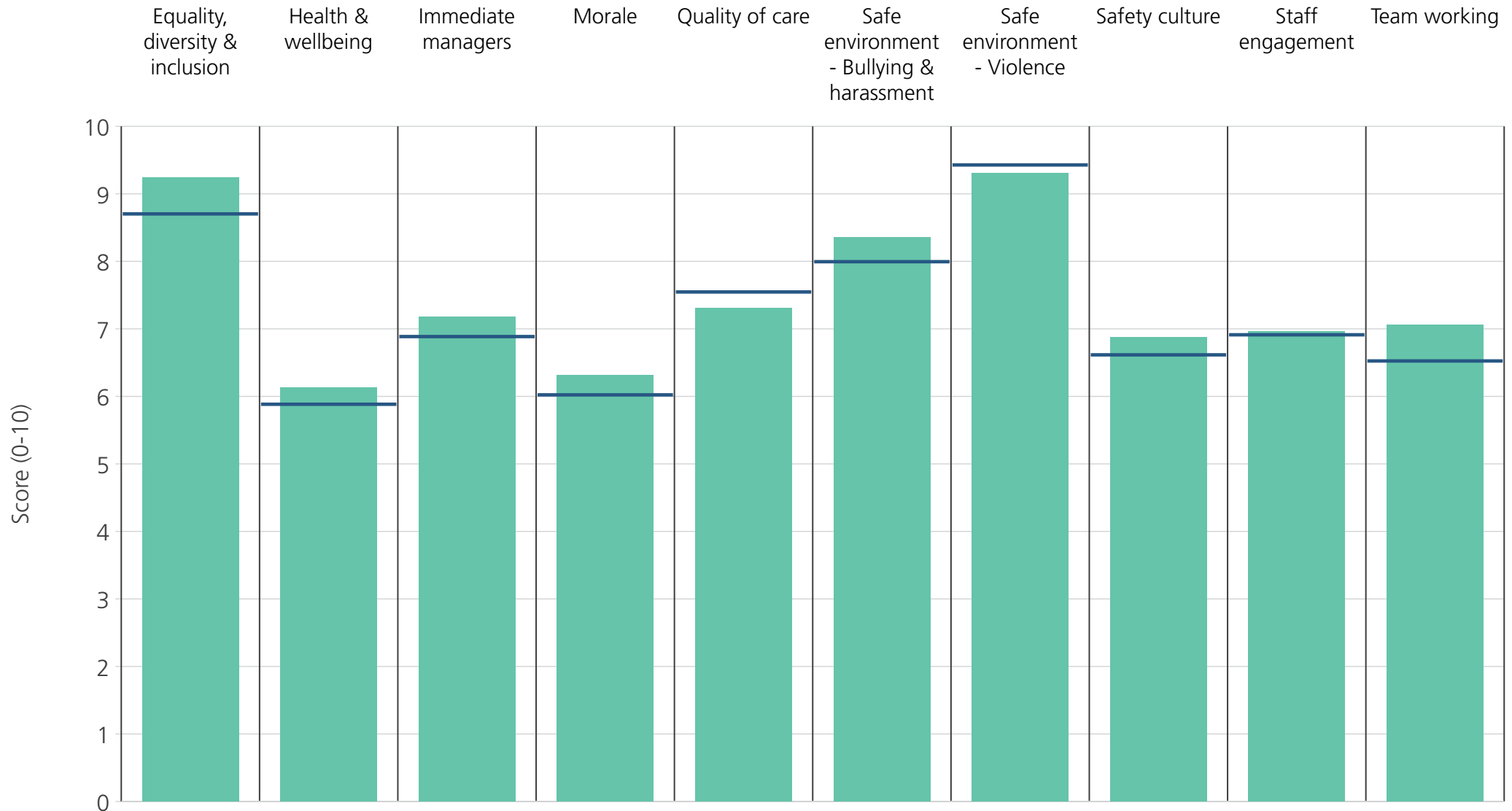
Directorate	9.2	6.3	7.4	6.3	7.7	8.7	9.7	6.4	7.0	6.7
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	71	71	71	71	70	71	71	71	71	71



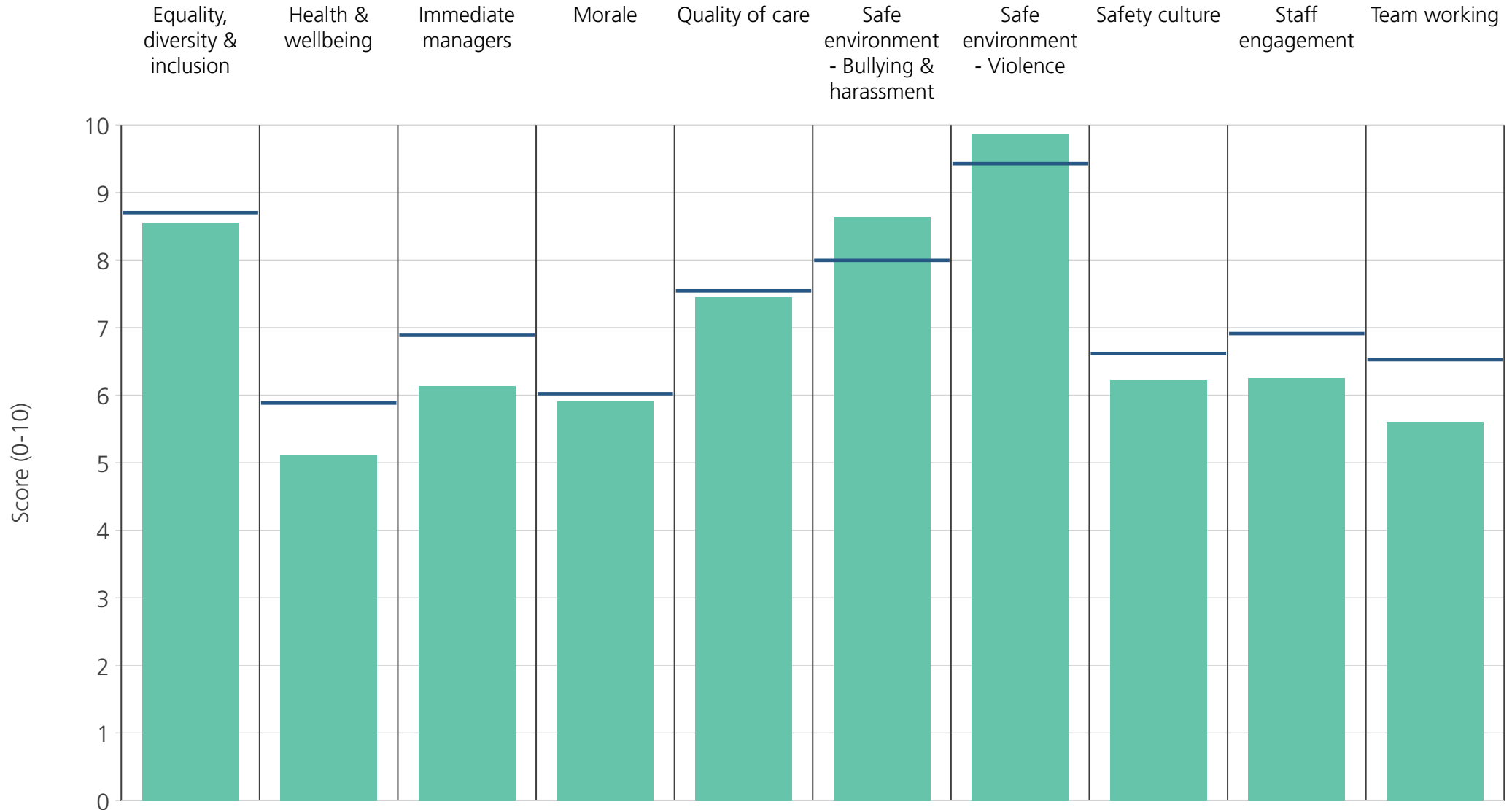
Directorate	8.3	5.7	6.9	6.2	8.2	8.1	9.0	6.9	7.1	6.7
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	311	318	315	311	303	314	312	319	314	310



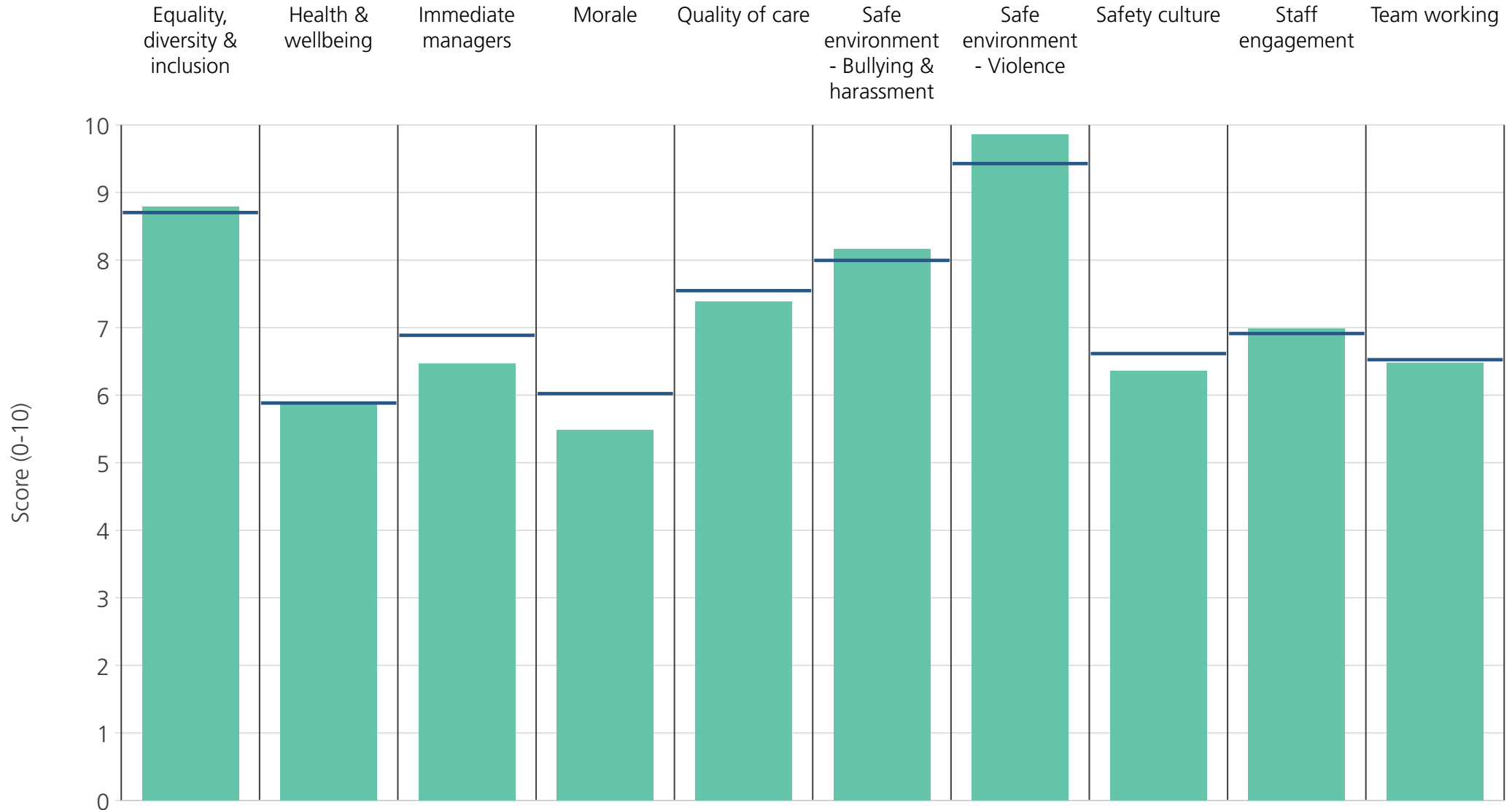
Directorate	9.1	6.2	7.0	6.1	7.3	8.4	9.9	6.3	6.8	6.1
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	713	716	721	716	500	707	711	714	719	704



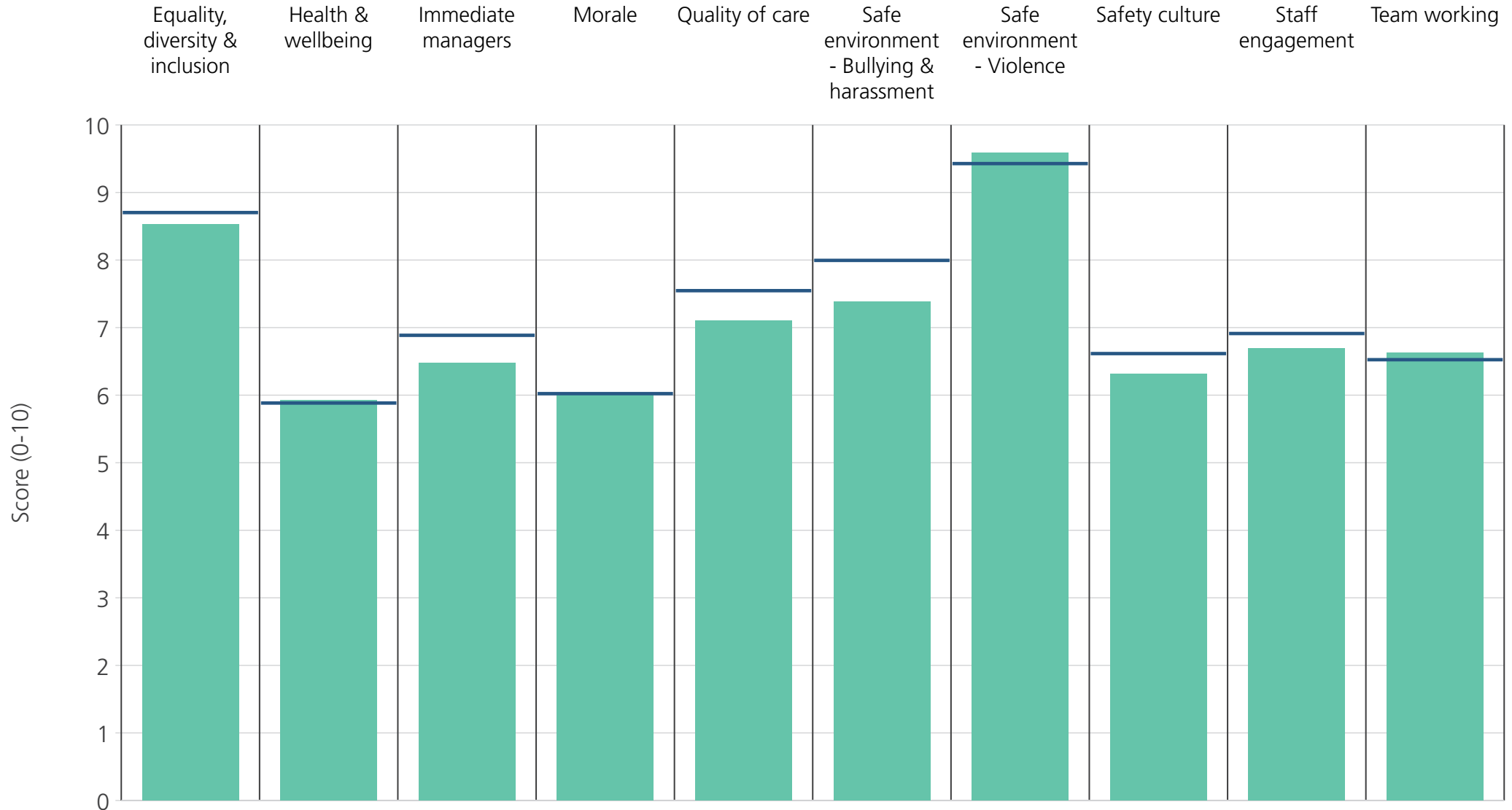
Directorate	9.2	6.1	7.2	6.3	7.3	8.4	9.3	6.9	7.0	7.1
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	152	155	155	154	154	155	154	154	155	153



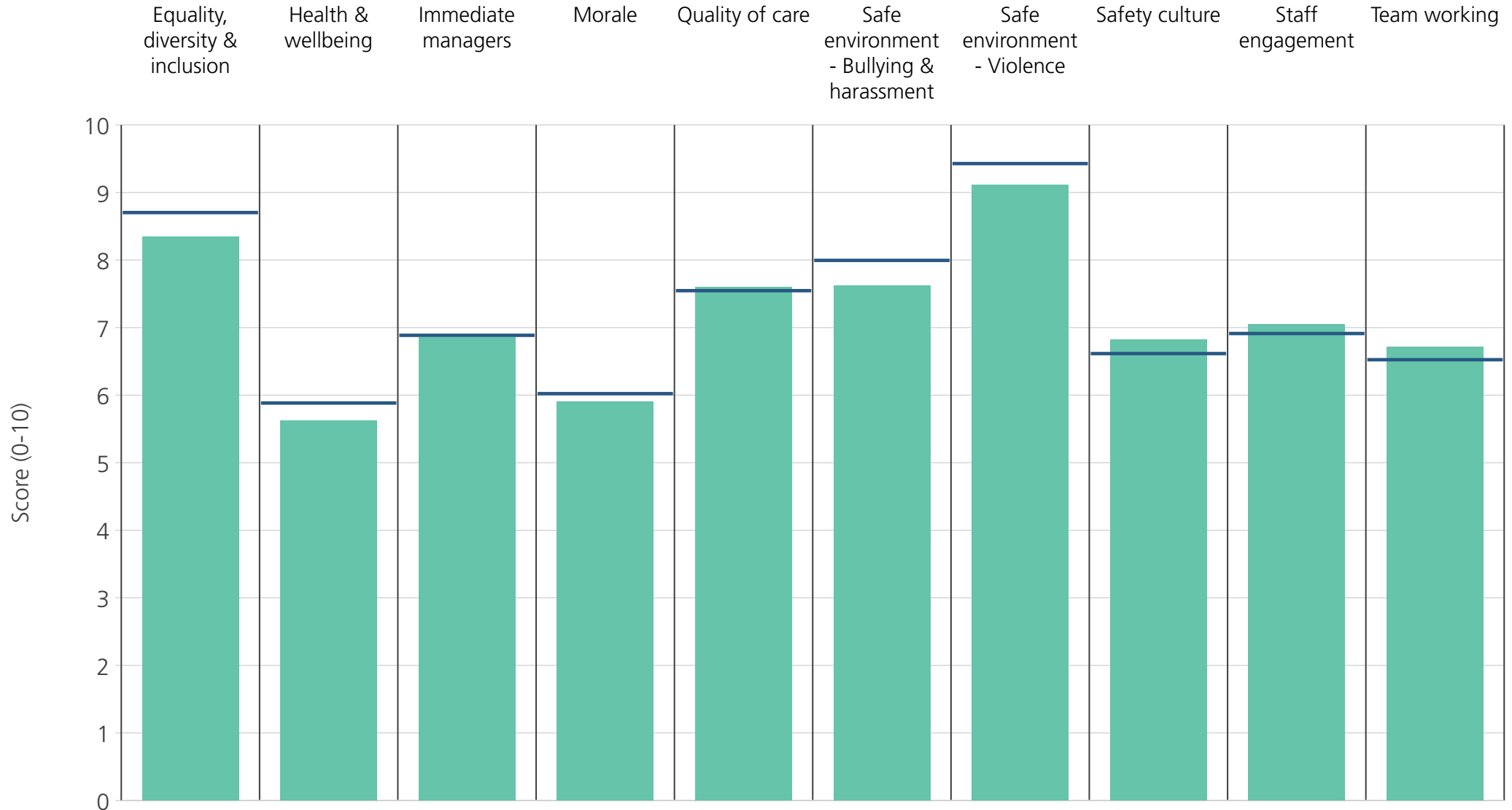
Directorate	8.6	5.1	6.1	5.9	7.5	8.6	9.9	6.2	6.2	5.6
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	23	24	23	21	17	22	23	22	24	23



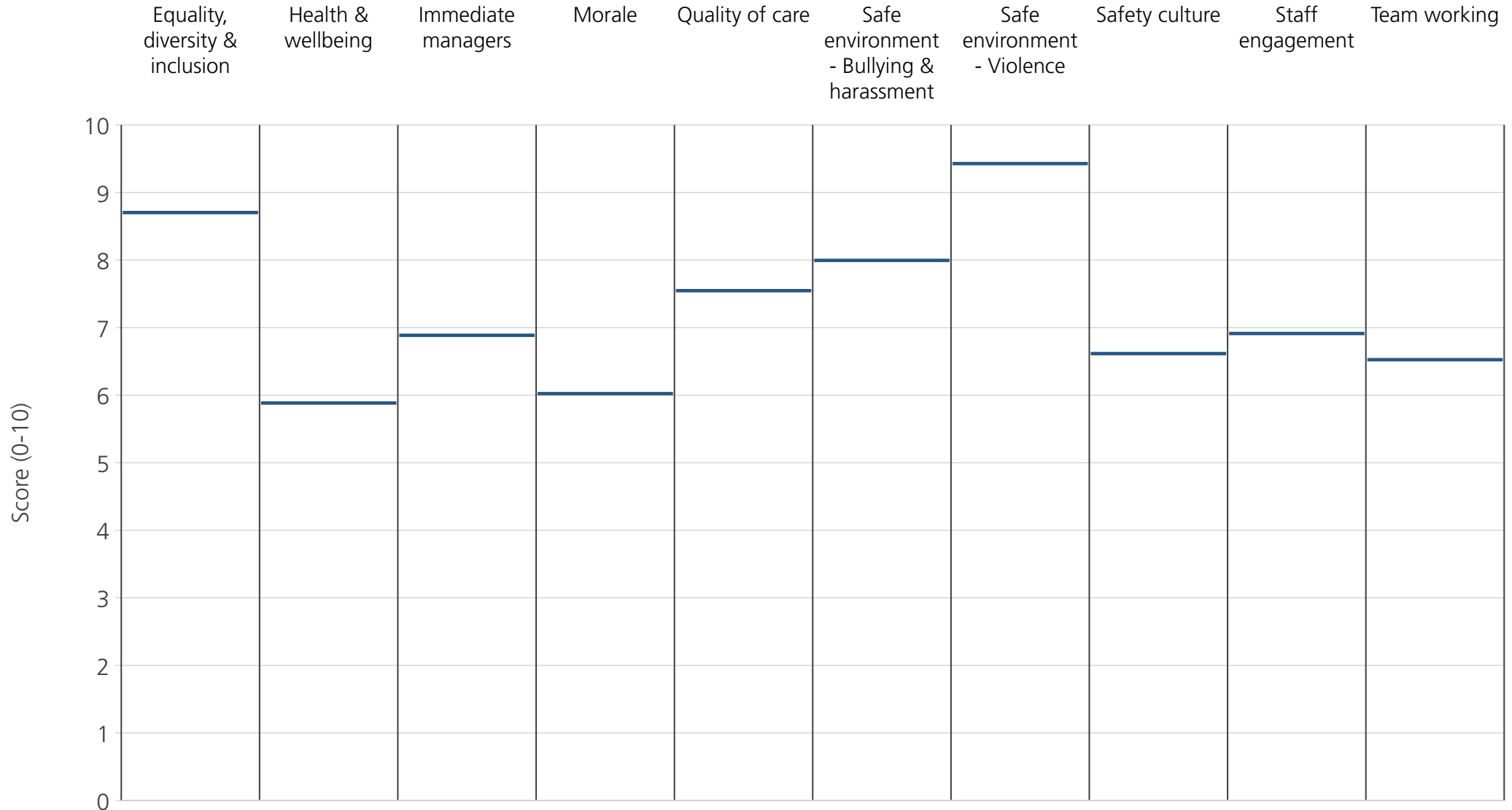
Directorate	8.8	5.9	6.5	5.5	7.4	8.2	9.9	6.4	7.0	6.5
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	68	71	70	69	67	69	71	70	70	68



Directorate	8.5	5.9	6.5	6.0	7.1	7.4	9.6	6.3	6.7	6.6
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	207	208	209	207	207	208	208	207	209	206



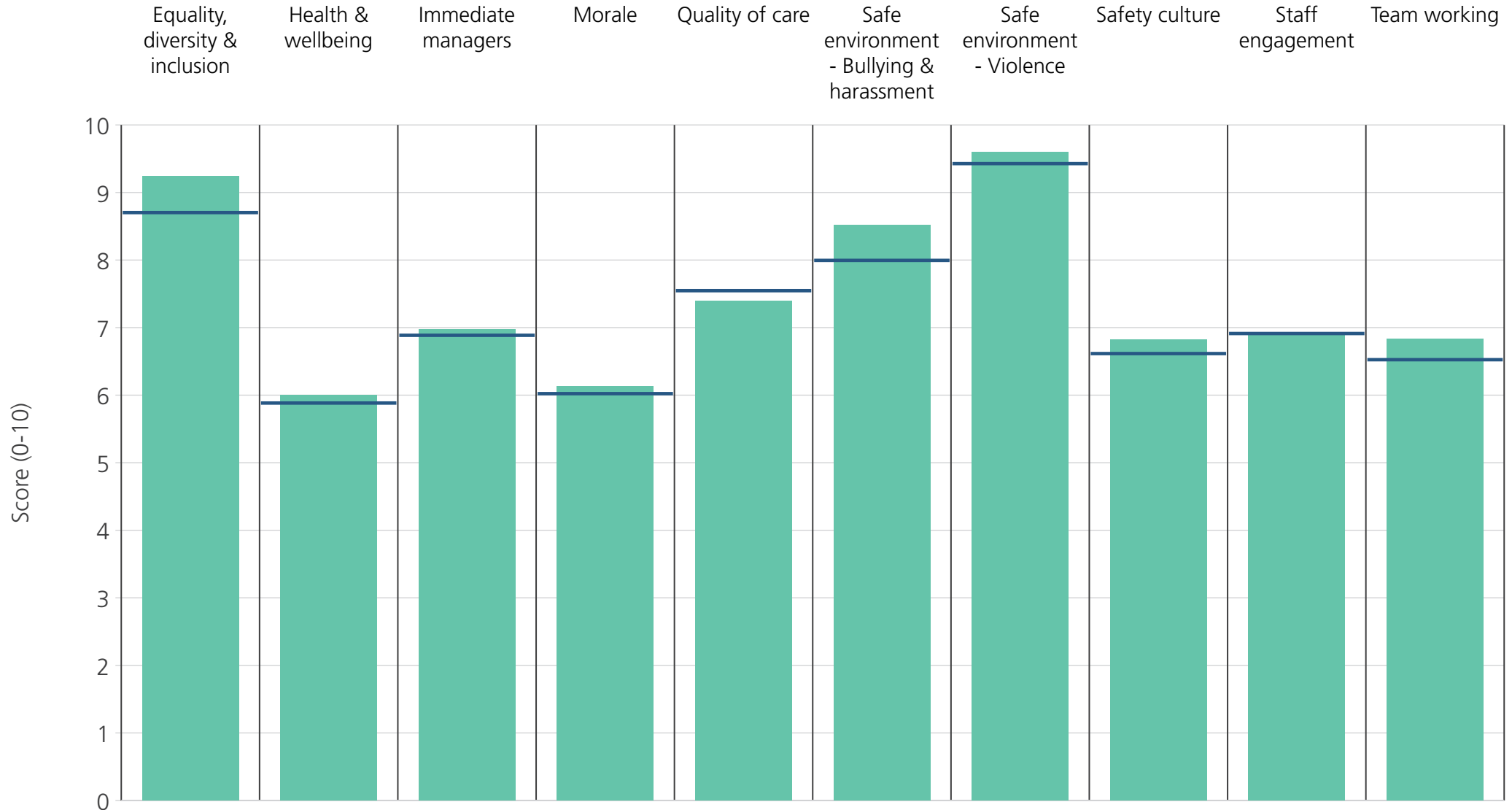
Directorate	8.3	5.6	6.9	5.9	7.6	7.6	9.1	6.8	7.0	6.7
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	755	768	766	763	760	760	768	769	769	760



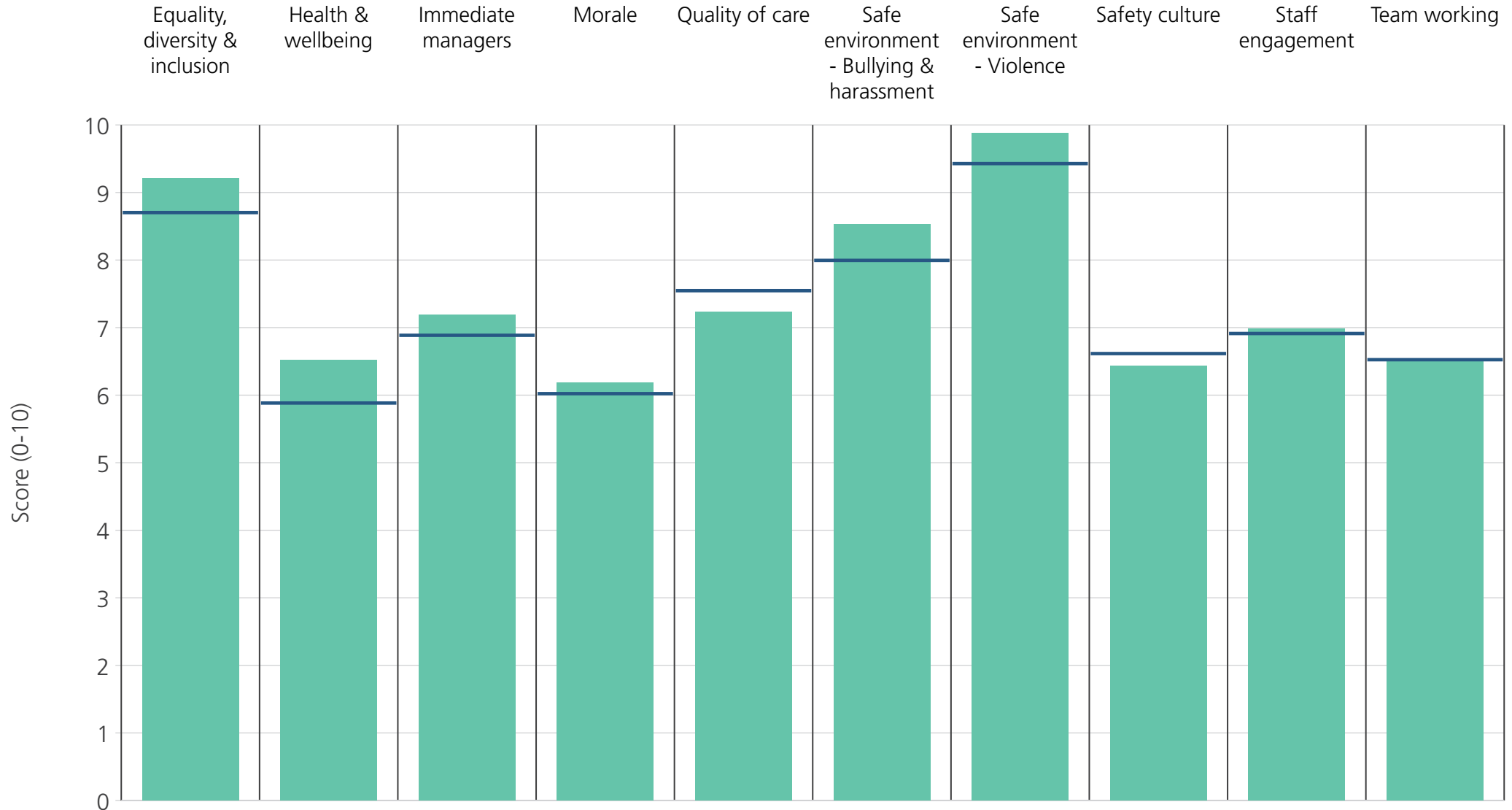
Directorate	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	3	3	3	3	3	3	3	3	3	3

Directorates 2

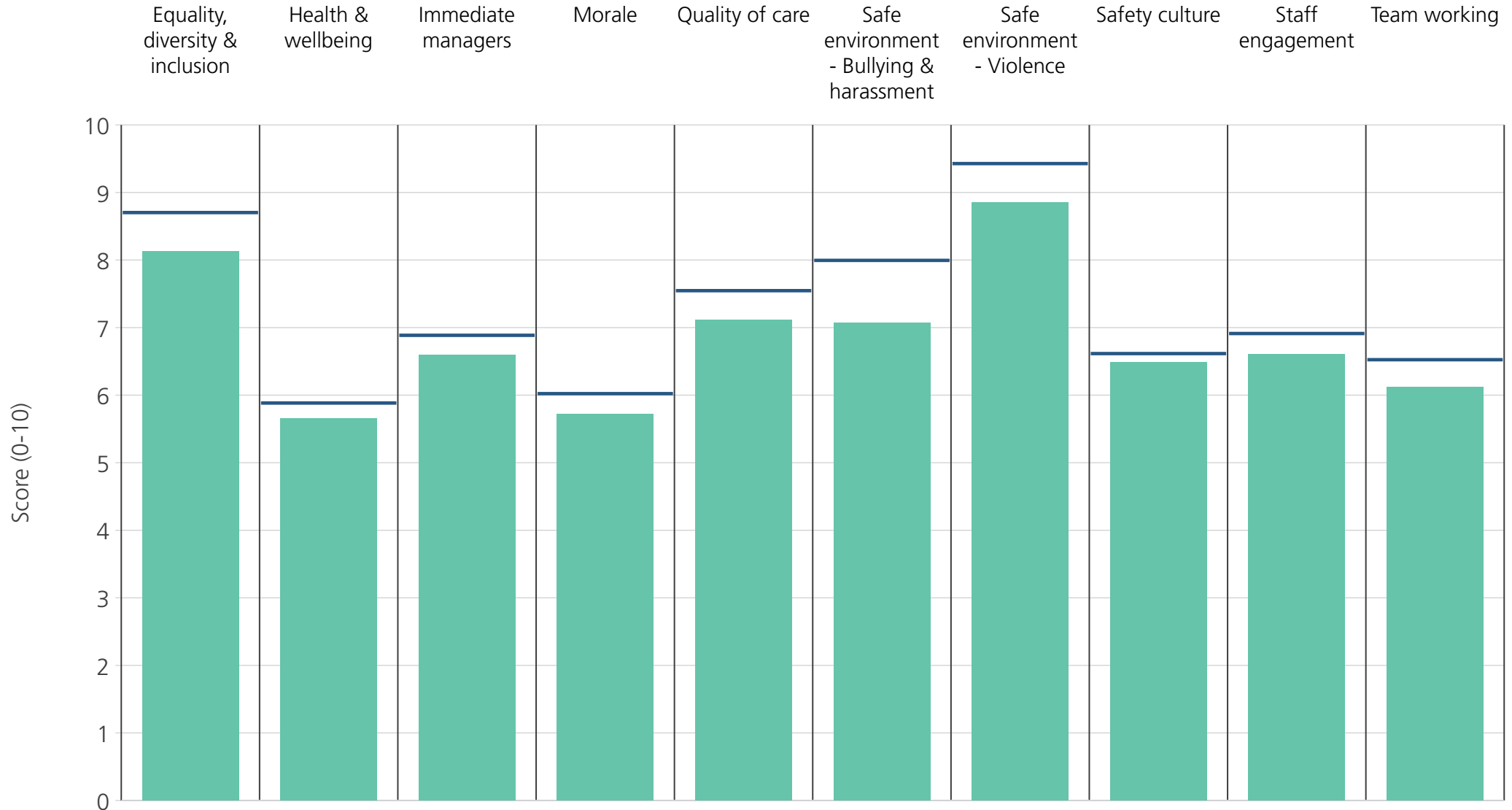
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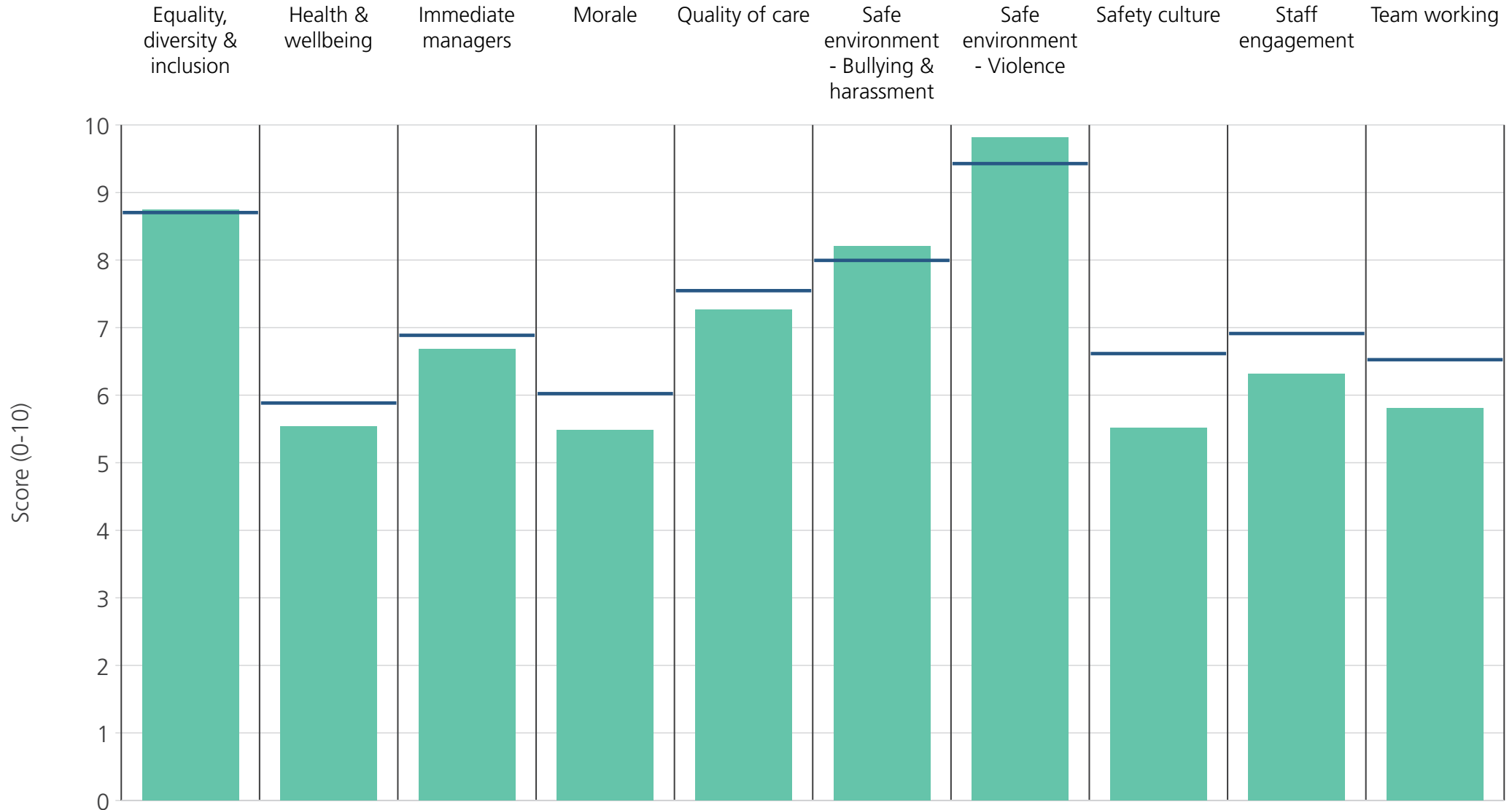
Directorate	9.2	6.0	7.0	6.1	7.4	8.5	9.6	6.8	6.9	6.8
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	362	369	368	366	354	366	369	367	368	362



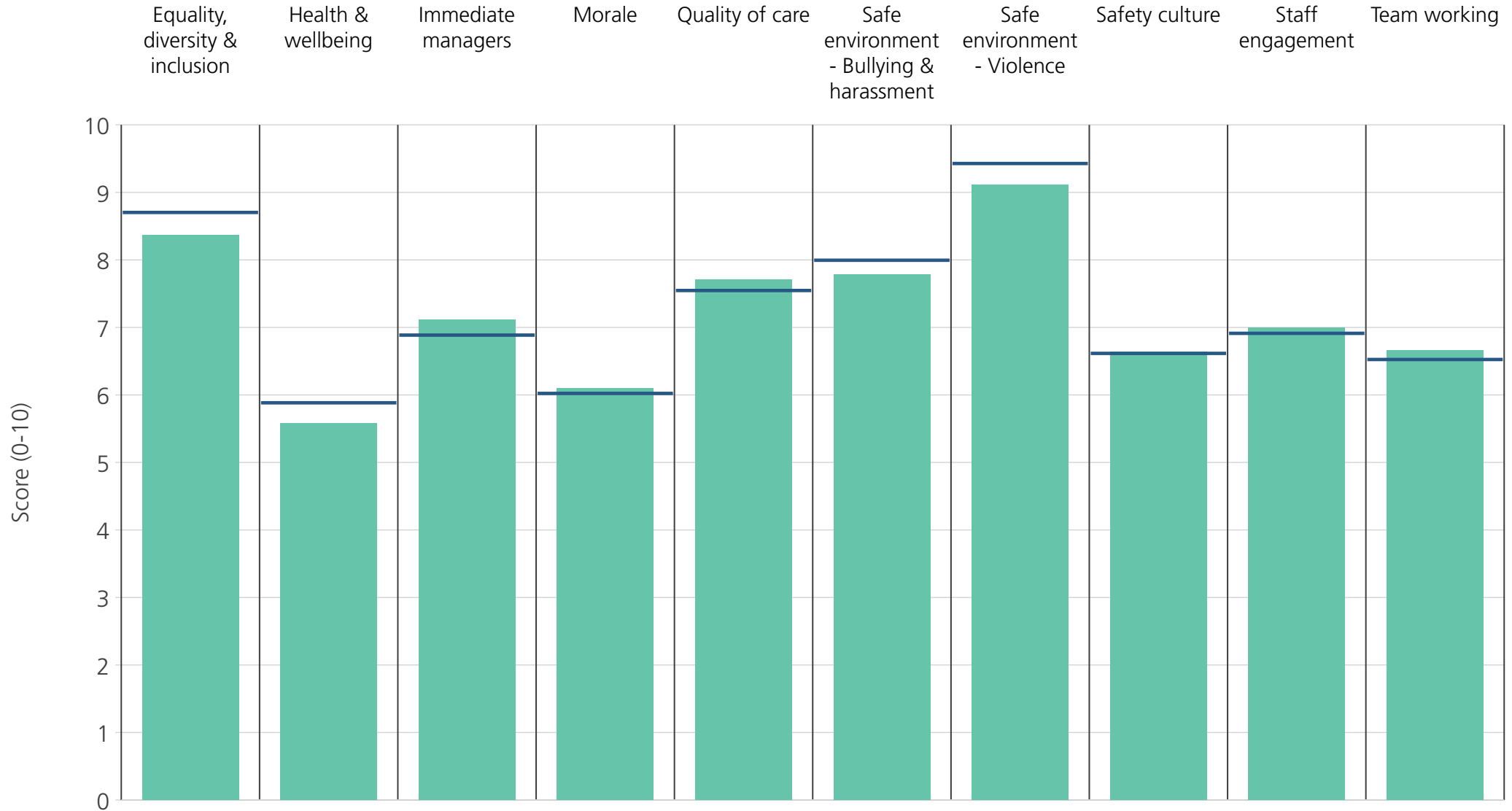
Directorate	9.2	6.5	7.2	6.2	7.2	8.5	9.9	6.4	7.0	6.5
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	382	385	387	385	235	384	383	382	387	381



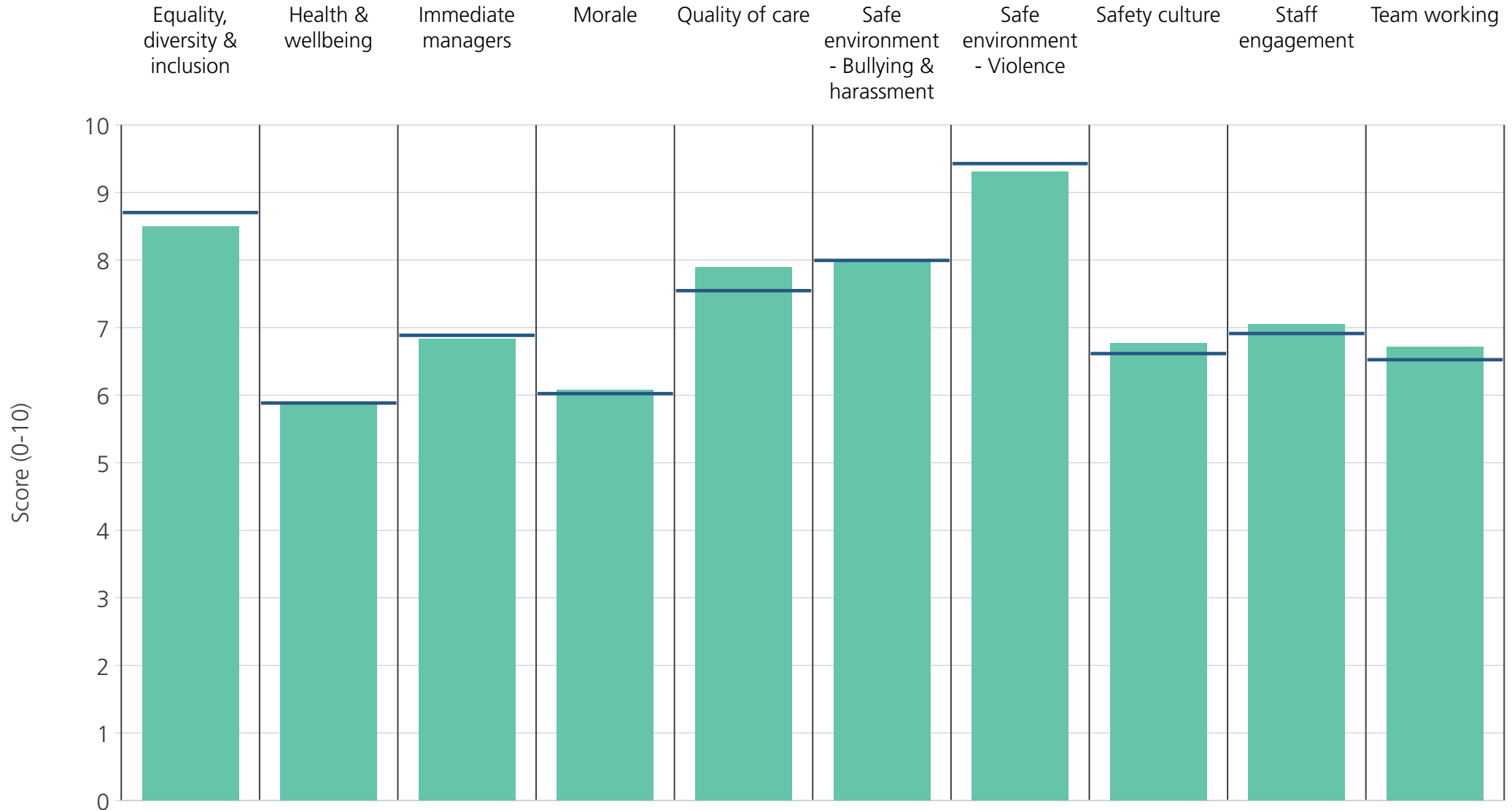
Directorate	8.1	5.7	6.6	5.7	7.1	7.1	8.8	6.5	6.6	6.1
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	218	220	219	219	205	220	220	220	220	214



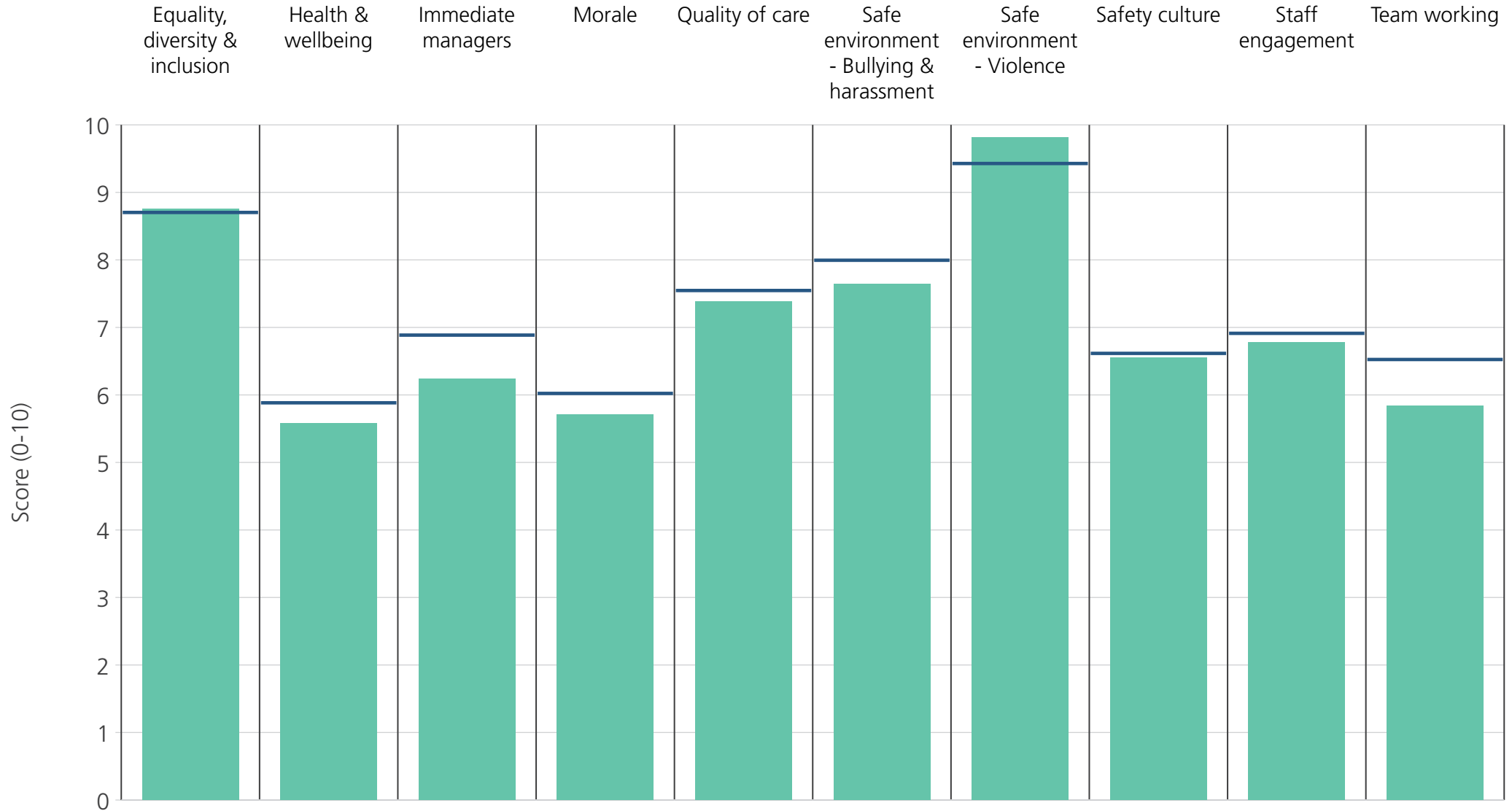
Directorate	8.7	5.5	6.7	5.5	7.3	8.2	9.8	5.5	6.3	5.8
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	53	53	53	53	35	51	53	53	53	53



Directorate	8.4	5.6	7.1	6.1	7.7	7.8	9.1	6.6	7.0	6.7
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	497	503	504	496	485	493	498	503	501	494



Directorate	8.5	5.9	6.8	6.1	7.9	8.0	9.3	6.8	7.0	6.7
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	547	558	555	552	538	549	551	558	558	550



Directorate	8.8	5.6	6.2	5.7	7.4	7.6	9.8	6.6	6.8	5.8
Your org	8.7	5.9	6.9	6.0	7.5	8.0	9.4	6.6	6.9	6.5
Responses	244	246	247	244	229	246	247	246	247	244